

# Mitsubishi Warranty Services

## Mileage Extension Warranty



**MITSUBISHI  
MOTORS**

Drive your Ambition

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## **Demands and needs statement**

Mitsubishi Warranty Services meets the demands and needs of customers who wish to insure themselves with respect to a mileage extension for their vehicle.

Mitsubishi Warranty Services does not cover everything. You should read this policy carefully to make sure it provides the cover you need.

You may already possess alternative insurance(s) for some or all of the features and benefits this type of policy provides. It is your responsibility to investigate this.

AWP Assistance UK Ltd trading as Mitsubishi Warranty Services has only provided you with information and has not provided you with any recommendation or advice about whether this product fulfils your specific insurance demands and needs.

# About us and our insurance services

Mitsubishi Warranty Services  
102 George Street  
Croydon  
CR9 6HD

## 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

## 2. Whose products do we offer?

We are an insurance intermediary that offers products from a single insurance company, AWP P&C SA which is a French company duly authorised in France. We act on their behalf.

## 3. What services will we provide you with?

You will not receive any personal advice or recommendation from us for mileage extension warranty. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

## 4. What will you have to pay us for this service?

You will only pay us the premium for your policy, and you will not pay us a fee for arranging this on your behalf. We are paid for our services to you by the insurance company, AWP P&C SA. The nature of such payment is a mixture of commission and other fees based on our costs for administering your policy.

## 5. Who regulates us?

Mitsubishi Warranty Services which is a trading name of AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 311909.

Our permitted business includes arranging mileage extension warranty.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

## 6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

in writing      Customer Service, Mitsubishi Warranty Services, 102 George Street, Croydon CR9 6HD  
by email      [customersupport@allianz-assistance.co.uk](mailto:customersupport@allianz-assistance.co.uk)  
by phone      020 8603 9853

If you cannot settle your complaint with us you can contact the Financial Ombudsman Service:  
Visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk); write to Financial Ombudsman Service, Exchange Tower, London E14 9SR;  
call 0800 023 4567 or 0300 123 9 123; or email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if the insurer cannot meet its obligations.

Insurance advising and arranging is covered for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)



# Welcome

Thank **you** for choosing Mitsubishi Warranty Services.

A new Mitsubishi vehicle has 5 years manufacturer warranty cover. The first 24 months has unlimited mileage warranty, the remaining 36 (25-60) months has a limitation of 62,500 miles.

The Mitsubishi Mileage Extension Warranty increases the Mitsubishi manufacturer mileage limit at month 25 from 62,500 miles to 125,000 miles to the end of the five years from the vehicle's date of registration.

This warranty gives the same level of cover as **your** original new car warranty cover shown in the new car handbook. Full details are included in the following pages.

## Contacting us

Please call **us** on: **0345 641 9795**.

**Our** address details:

Mitsubishi Warranty Services

PO Box 1149

Croydon

CR9 1ZQ

To make a claim please go to page 16 for all the details you need.

**We** will be happy to help and answer any questions **you** have about **your** cover.

# Important Information

## Insurer

**Your** Mitsubishi Mileage Extension Warranty insurance is underwritten by AWP P&C SA and is administered in the **United Kingdom** by AWP Assistance UK Ltd.

## How your policy works

**Your** policy and **confirmation of cover** is a contract between **you** and **us**. **We** will pay for any claim **you** make which is covered by the policy that occurs during the **period of insurance**.

Unless specifically mentioned, the benefits and exclusions within each section apply to the **insured vehicle**. **Your** policy does not cover all possible events and expenses.

Certain words have a special meaning as shown under the heading 'Definition of Words'. These words have been highlighted by the use of bold print throughout the policy document.

## What you need to tell us

**You** must tell **us** about anything that may affect **your** cover. If **you** are not sure whether something is relevant, **you** must tell **us** anyway. **You** should keep a record of any extra information **you** give **us**. If **you** do not tell **us** about something that may be relevant, **your** cover may be refused and **we** may not cover any related claims.

## Your cancellation rights

If this cover does not meet **your** requirements or should **you** decide to cancel this insurance policy for any reason within 14 days of receipt of the original documentation, **you** can obtain a full refund of the premium paid without charge.

After this 14 day period **you** will be entitled to a pro-rata refund subject to no claims being paid under the policy, less a discretionary administration fee of £25. In either case, if **you** have asked **us** to perform or provide any of the services given under this policy **we** are entitled to recover all costs that **you** have used for the service provided. To obtain a refund please contact **Mitsubishi Warranty Services** on: **0345 641 9795**.

## Financial Services Compensation Scheme (FSCS)

For **your** added protection, the **insurer** is covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides protection for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number 0207 741 4100/0800 678 1100, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)



## Governing law

Unless agreed otherwise, English law will apply and all communications and documentation in relation to this policy will be in English.

## Contracts (Rights of Third Parties) Act 1999

The parties do not intend any term of the agreement to be enforceable pursuant to the Contract (Rights of Third Parties) Act 1999.

## Data protection notice

**We** care about **your** personal data. This summary and **our** full privacy notice explain how **Mitsubishi Warranty Services** protects **your** privacy and uses **your** personal data.

**Our** full privacy notice is available at:

[www.mitsubishi-warranty.co.uk/privacypolicy](http://www.mitsubishi-warranty.co.uk/privacypolicy)

If a printed version is required, please write to **us** at: Customer Service (Data Protection), Mitsubishi Warranty Services, 102 George Street, Croydon CR9 6HD.

## How will we obtain and use your personal data?

**We** will collect **your** personal data from a variety of sources including:

- Data that **you** provide to **us**; and
- Data that may be provided about **you** from certain third parties such as the manufacturer of **your vehicle** and their franchised dealers and authorised repairers.

**We** will collect and process **your** personal data in order to comply with **our** contractual obligations and/or for the purposes of **our** legitimate interests including:

- Entering into or administering contracts with **you**;
- Informing **you** of products and services which may be of interest to **you**.

## Who will have access to your personal data?

**We** may share **your** personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on **our** behalf;
- Organisations who **we** deal with which provide part of the service to **you** such as motor dealerships and recovery operators;
- To meet **our** legal obligations including providing information to the relevant ombudsman if **you** make a complaint about the product or service that **we** have provided to **you**.

**We** will not share information about **you** with third parties for marketing purposes unless **you** have specifically given **us your** consent to do so.

### How long do we keep your personal data?

**We** will retain **your** personal data for a maximum of seven years from the date the insurance relationship between **us** ends. If **we** are able to do so **we** will delete or anonymise certain areas of **your** personal data as soon as that information is no longer required for the purposes for which it was obtained.

### Where will your personal data be processed?

**Your** personal data may be processed both inside and outside the **United Kingdom (UK)** or European Economic Area (EEA).

Whenever **we** transfer **your** personal data outside the **UK** or EEA to other Allianz Group companies, **we** will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, **we** take steps to ensure that personal data transfers outside the **UK** or EEA receive an adequate level of protection.

### What are your rights in respect of your personal data?

**You** have certain rights in respect of **your** personal data. **You** can:

- Request access to it and learn more about how it is processed and shared;
- Request that **we** restrict any processing concerning **you**, or withdraw **your** consent where **you** previously provided this;

- Request that **we** stop processing it, including for direct marketing purposes;
- Request that **we** update it or delete it from **our** records;
- Request that **we** provide it to **you** or a new insurer; and
- File a complaint.

### Automated decision making, including profiling

**We** carry out automated decision making and/or profiling when necessary.

### How can you contact us?

If **you** would like a copy of the information that **we** hold about **you** or if **you** have any queries about how **we** use **your** personal data, **you** can contact **us** as follows:

**By post:** Customer Service (Data Protection), AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD

**By telephone:** 0208 603 9853

**By email:** AzPUKDP@allianz.com

## Definition of words

When the following words and phrases appear in this document or **your confirmation of cover**, they have the meanings given below.

### Area of cover

**You** will not be covered if **you** travel outside the areas shown below.

- **United Kingdom/UK:** England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man.
- **Continental Europe:** Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark (excluding the Faeroe Islands), Estonia, Finland (excluding Aland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including the Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey.

### Confirmation of cover

The email sent confirming what cover **you** have, **your** policy number, **your vehicle** details and **start date** of the policy.

### Insured vehicle/your vehicle

The vehicle shown on the policy **confirmation of cover**.

### Insurer

AWP P&C SA.

### Period of insurance

The cover starts as soon as **your vehicle** reaches 62,500 miles and expires at 125,000 miles or 5 years, whichever is sooner.

### We, our, us, Mitsubishi Warranty Services

AWP Assistance UK Ltd which administers the insurance on behalf of the **insurer**.

### You, your

The owner or user of the **insured vehicle** as specified on the **confirmation of cover**.

## What is covered?

This warranty will cover the cost of replacement parts and labour of all factory fitted mechanical and electrical components of the **insured vehicle** manufactured by, or manufactured for, Mitsubishi Motors provided that correct maintenance has been carried out.

Any of the factory fitted mechanical and electrical components covered by this warranty will be repaired or replaced free of charge by any authorised Mitsubishi Service Centre within the **period of insurance**.

### **Factory fitted mechanical and electrical components**

The factory fitted mechanical and electrical components consist of all items in a new vehicle. Replacement parts and labour will be paid for with the exceptions of the following items:

- **12V battery (all models) and O2 sensors (all models)** – these parts are subject to special warranty conditions and benefit from a 3 year warranty cover. The first 24 months with unlimited mileage and the remaining 12 (25-36) months with a limitation of 62,500 miles.

### **Wear and tear**

**We** will cover wear and tear components up to 100,000 miles.

# What is not covered?

## Maintenance items

- Air cleaners/oil filter element/fuel filter element/pollen filter elements.
- Drive belts.
- Spark plugs (on or after the first scheduled replacement).
- Clutch centre plate facing and pressure plate.
- Brake pads, brake discs and brake shoe lining materials.
- Wiper blades.
- Fuses.
- Bulbs (for all lamps, except Xenon lamps).

## Fluids and lubricants

- Engine/manual transmission/automatic transmission/transfer gear oil.
- Differential gear oil normal and LSD.
- Steering gear oil and/or fluid.
- Grease.
- Engine coolant (anti-freeze).
- Battery electrolyte.
- Refrigerant.

- Window washer fluid.
- Fuel (gasoline or diesel).

The Items listed below are not covered by this warranty cover but by the respective manufacturer:

- Tyres;
- In-car entertainment systems (non-factory fitted units only);
- Any other non-factory fitted equipment.

## We will not cover you for the following:

- **Wear and tear** (if the vehicle is over 100,000 miles) of any part, normal maintenance items and parts and material used in connection with such maintenance, as prescribed in the vehicle's service schedule handbook;
- Normal deterioration or damage to plated parts, paint coat, rubber parts, upholstery and soft trim caused by daily use, wear and exposure or adjustment of any parts caused by normal usage;
- The warranty for Road Wheels does not cover damage or minor irregularities on painted finish, caused by external influence such as stone chipping and kerb damage.

- Minor irregularities not affecting quality, performance or function of the vehicle or parts thereof, e.g. slight noises or vibrations which appear in particular usage or abnormal operations.
- Damage caused by insufficient or improper maintenance, e.g. negligence of daily and/or periodic inspections and maintenance as described in the vehicle's service handbook and Owner Manual.
- Damage caused by using non-genuine parts whether the replacement was by an authorised Service Centre or independent repairer or servicing/repairs by the vehicle owner.
- Damage caused by traffic accidents, abuse or negligence of proper handling of the vehicle as set forth in the Owner Manual, misuse of the vehicle, use of the vehicle under unusual conditions e.g. racing or rallying or competition use, modifications of or to the vehicle and/or components/parts thereof not recommended or approved by Mitsubishi Motors.
- Damage caused by external influences, e.g. chemical pollution, bird lime, acid rain, hail, sand, salt, de-icing agents, stones, fires and disasters or attributed to human fault, negligence, civil uprisings or natural calamities etc.
- Damage to the cargo body or cargo cabin from loading or incorrectly secured goods during transit.
- Charges incidental to breakdowns, e.g. loss of use of vehicle, loss of time, expenses for fuel, telephone, travel, lodging, transportation loss or damage to personal property, commercial loss or loss of revenues.
- Any vehicle on which the odometer reading has been altered so that the mileage cannot be readily determined or confirmed.
- Items limited to 3 years/62,500 mile warranty: 12V batteries and O<sub>2</sub> sensors.

# Terms and conditions

## What must I do to keep the warranty valid?

The terms and conditions of the warranty listed below must be adhered to. Failure to do so will result in the rejection of a claim or the termination of **your** Mitsubishi Mileage Extension Warranty. This does not affect **your** statutory rights.

1. Failure to comply with the service schedule recommended by Mitsubishi may invalidate this warranty. All service and warranty work must be carried out by an authorised Mitsubishi Service Centre using only Mitsubishi approved parts. **Your** Mitsubishi Service Booklet should be stamped, dated and detailed with the correct mileage at the time of service by the servicing Service Centre.
2. **You** must not continue to drive the **insured vehicle** if a fault becomes apparent.
3. Reasonable diagnostic charges will only be accepted as part of a valid claim.
4. The **insurer** reserves the right to inspect **your vehicle** and examine damaged parts.
5. Any balance of **your** Mitsubishi Mileage Extension Warranty remaining may be transferred to another private owner who buys **your vehicle** from **you**, but not to a buyer engaged in the business of purchasing, selling or servicing motor vehicles.
6. The quality of warranty repairs will be the responsibility of the repairing Service Centre.
7. **You** may authorise repair work in **Continental Europe** and claim reimbursement under this warranty (up to the usual cost for the work if carried out in the **UK**). Please see page 16 for how to claim.

## How to make a claim

Contact **your** nearest authorised Mitsubishi Service Centre and inform them that **your vehicle** is protected by a Mitsubishi Mileage Extension Warranty.

The authorised Mitsubishi Service Centre will arrange to investigate the fault. **You** will be responsible for diagnostic costs not covered by the warranty. The Service Centre will only process a warranty claim on **your** behalf if the fault identified is covered.

To find **your** local authorised Mitsubishi Service Centre please visit: [mitsubishi-cars.co.uk](http://mitsubishi-cars.co.uk) or call Mitsubishi Motors Customer Services on **01285 647774**.

**You** may authorise repair work in **Continental Europe** and claim reimbursement (up to the usual cost for the work if carried out in the **UK**) on the following terms:

- Mitsubishi Mileage Extension Warranty cover in **Continental Europe** is only valid for travel not exceeding 91 days in any single trip or the policy expiry date;
- Monies for valid claims will be paid in pounds sterling at the rate of exchange for the relevant currency at the time of failure;
- A receipt must be provided to a UK Mitsubishi Centre who will reimburse you directly for the repair work. Subject to the repair being covered under this warranty.



## How to make a complaint

**We** aim to provide **you** with a first class policy and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

In the first instance please contact:

**By post:**

Customer Service  
Mitsubishi Warranty Services  
PO Box 1149  
Croydon  
CR9 1ZQ

**By email:**

customersupport@allianz-assistance.co.uk

Please supply **us** with **your** name, address, vehicle registration and claim number where applicable and enclose copies of relevant correspondence, as this will help **us** to deal with **your** complaint, in the shortest possible time.

If **you** are still dissatisfied, **you** can refer the matter to the Financial Ombudsman Service for independent arbitration.

**Visit:**

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**Write to:**

Financial Ombudsman Service, Exchange Tower, London  
E14 9SR

**Call:**

0800 023 4567 or 0300 123 9 123

**Email:**

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## Transfer of ownership form

If **your vehicle** is sold, the remaining cover may be transferred to the new **private owner**. Fill in the new owner's details below. Please note that the form below must be signed by **you** and the new owner.

Policy Number \_\_\_\_\_

Vehicle VIN/chassis number \_\_\_\_\_

Vehicle registration number \_\_\_\_\_

Title \_\_\_\_\_ Initials \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail address \_\_\_\_\_

Mileage at transfer \_\_\_\_\_

I (name) \_\_\_\_\_ hereby give notice that I wish to transfer the balance of my Mitsubishi Mileage Extension Warranty to the new owner detailed above.

\_\_\_\_\_

Signature of previous owner \_\_\_\_\_ Date \_\_\_\_\_

Signature of new owner \_\_\_\_\_ Date \_\_\_\_\_

Please send to:

**[mitsubishi.warrantyservices@allianz-assistance.co.uk](mailto:mitsubishi.warrantyservices@allianz-assistance.co.uk)**

## Change of address form

Please enter new details below

Policy number \_\_\_\_\_

Vehicle VIN/chassis number \_\_\_\_\_

Vehicle registration number \_\_\_\_\_

Title \_\_\_\_\_ Initials \_\_\_\_\_

Surname \_\_\_\_\_

New address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail address \_\_\_\_\_

I confirm that the details provided are correct.

\_\_\_\_\_  
**Your** signature

\_\_\_\_\_  
Date

Please send to:

**mitsubishi.warrantyservices@allianz-assistance.co.uk**

Mitsubishi Mileage Extension Warranty is underwritten by AWP P&C SA and is administered in the UK by AWP Assistance UK Ltd (trading as Mitsubishi Warranty Services). Registered in England number 1710361. Registered Office: PO Box 74005, 60 Gracechurch Street, London EC3P 3DS.

AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority (FCA).

AWP P&C SA is authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Authorised by the Prudential Regulation Authority (PRA). Subject to regulation by the FCA and limited regulation by the PRA. Details about the extent of our regulation by the PRA are available from us on request.

AWP Assistance UK Ltd will act as an agent for AWP P&C SA with respect to the receipt of customer money, for the purpose of settling claims and handling premium refunds.

**This policy is available in large print, audio and Braille.  
Please phone 0345 641 9790, we will be pleased to  
organise an alternative for you.**